

From: Gary Heine/=TMS/Toyota.

Sent:9/16/2009 5:21 PM.

To: [-] Tom Steger/=TMS/Toyota@Toyota; Cole Stutz/=TMS/Toyota@Toyota; Andrew Curtin/=TMS/Toyota@Toyota; Mike Robinson/=Mobile/Toyota@Toyota; Jaime Angulo/=TMS/Toyota@Toyota; Craig Parker/=TMS/Toyota@Toyota; John Stover/=TMS/Toyota@Toyota; Tim Davis/=TMS/Toyota; Nobu Takeda/=TMS/Toyota@Toyota; Scott Stewart/=TMS/Toyota; Kirk Forsht/=TMS/Toyota@Toyota; Michael Hartke/=TMS/Toyota@Toyota; Dereck Sessions/=TMS/Toyota; David Jusko/=TMS/Toyota@Toyota; Adam Danos/=TMS/Toyota@Toyota; Lonnie Peterson/=TMS/Toyota@Toyota.

Cc: [-] .

Bcc: [-] .

Subject: Fw: URGENT - Toyota All Weather Floor Mat.

I strongly encourage everyone to not engage in discussions on this issue and let the legal folks handle

There is no need to print and/or forward this communication

Regards,
Gary Heine
Quality Assurance Powertrain Manager
Toyota Customer Services Division
O- 310 468 2521
C- 310 977 0860
F- 310 381 7753

----- Forwarded by Gary Heine/TMS/Toyota on 09/16/2009 05:19 PM -----

George Morino/TMS/Toyota

09/16/2009 04:17 PM

To Christopher Cento/TMS/Toyota@Toyota, Michael Jr Rocco/Mobile/Toyota@Toyota, Clyde Dyson/Mobile/Toyota@Toyota, Alec Hagey/TMS/Toyota@Toyota, Tony Mueller/Lexus/Toyota@Toyota, Jeff Bracken/TMS/Toyota@Toyota, Kevin Cour/TMS/Toyota@Toyota, Mark Angelacos/TMS/Toyota@Toyota, Tom Devany/TMS/Toyota@Toyota, Paul Holdridge/Mobile/Toyota@Toyota, Tyler Brown/TMS/Toyota@Toyota, Chris Schultz/Mobile/Toyota@Toyota, Andrew Gilleland/Scion/Toyota@Toyota, David Goldberg/TMS/Toyota@Toyota, Ken Parkman/Scion/Toyota@Toyota, David Christ/Scion/Toyota@Toyota, Kevin Fletcher/Mobile/Toyota@Toyota, Cooper Ericksen/TMS/Toyota@Toyota, Bryan Hancock/TMS/Toyota@Toyota, George Brenner/TMS/Toyota@Toyota, Toby Hynes@FITSVCSEExchange@NOTESAPPS, Tod Martin@FITSVCSEExchange@NOTESAPPS, David Rosenfeld@FITSVCSEExchange@NOTESAPPS, Frank Addleman@FITSVCSEExchange@NOTESAPPS, Ed.Sheehy@onsight.jmfamily.com@JM Family Enterprises, Craig.Pollock@onsight.jmfamily.com@JM Family Enterprises, Steve.Ozzello@onsight.jmfamily.com@JM Family Enterprises, Kevin.Fleeger@onsight.jmfamily.com@JM Family Enterprises, Jeff.Geisler@onsight.jmfamily.com@JM Family Enterprises, Daryl Kenningham@FITSVCSEExchange@NOTESAPPS
cc Bob Duffin/TMS/Toyota@Toyota, Brad Anderson/Mobile/Toyota@Toyota, Marty Quinn/Mobile/Toyota@Toyota, Tom Gill/Mobile/Toyota@Toyota, Joe Lucente/TMS/Toyota@Toyota, David VandeLinde/Mobile/Toyota@Toyota, Mike Rencis/Mobile/Toyota@Toyota, Dave Nelson/TMS/Toyota@Toyota, Paul Baker/TMS/Toyota@Toyota, Gary Zimmer/TMS/Toyota@Toyota, Glenn Griffith/TMS/Toyota@Toyota, Scott Aitchison/Mobile/Toyota@Toyota, Brian Campana/TMS/Toyota@Toyota, Tom Kent/Mobile/Toyota@Toyota, Terry Greene/TMS/Toyota@Toyota, David Fontanella/TMS/Toyota@Toyota, Sharon Matisak/Mobile/Toyota@Toyota, Dave Bora/TMS/Toyota@Toyota, Don Mueller/Mobile/Toyota@Toyota, Michael Broman/TMS/Toyota@Toyota, Farshad Pourmousa/TMS/Toyota@Toyota, Rick Vernon/Mobile/Toyota@Toyota, Larry Sullivan/TMS/Toyota@Toyota, Diana Davis/TMS/Toyota@Toyota, John Smiros/TMS/Toyota@Toyota, Rommel Momen/Mobile/Toyota@Toyota, Vincent Favorito/Mobile/Toyota@Toyota, Ken Fritts/TMS/Toyota@Toyota, Jason Nunamaker/TMS/Toyota@Toyota, KC Dellinger/TMS/Toyota@Toyota, Jeff Noyes/TMS/Toyota@Toyota, Bill Van Beek/Mobile/Toyota@Toyota, Lance Asher/TMS/Toyota@Toyota, Rick Shinkle/TMS/Toyota@Toyota, Jason Jerome/Mobile/Toyota@Toyota, Marc Giammona/Lexus/Toyota@Toyota, Rafael_Reyes@toyota.com, Michael Kevlin@FITSVCSEExchange@NOTESAPPS, Mike Spain@FITSVCSEExchange@NOTESAPPS, Steve Brodie@FITSVCSEExchange@NOTESAPPS, Todd Trosclair@FITSVCSEExchange@NOTESAPPS, Gary Kirchhof@FITSVCSEExchange@NOTESAPPS, James Eledge@FITSVCSEExchange@NOTESAPPS, Dan Lee@FITSVCSEExchange@NOTESAPPS, Al.Green@onsight.jmfamily.com@JM Family Enterprises, Ray.Natour@onsight.jmfamily.com@JM Family Enterprises, Steve Simoneaux/JMFE@JM Family Enterprises, Dave.Adams@onsight.jmfamily.com@JM Family Enterprises, Roger.Blandford@onsight.jmfamily.com@JM Family Enterprises, Eddie.Webb@onsight.jmfamily.com@JM Family Enterprises, John.Pineda@setoyota.com, Wayne.Crater@onsight.jmfamily.com@JM Family Enterprises, reb.rummel@setoyota.com, Ken

Brandon@FITSVCSExchange@NOTESAPPS, Fred Stolle/Mobile/Toyota@Toyota, Jaycie Dane/Mobile/Toyota@Toyota, Wylon Harper/Scion/Toyota@Toyota, Mark Nazario/Mobile/Toyota@Toyota, Waldo Jimenez/TMS/Toyota@Toyota, Doug Erh/Mobile/Toyota@Toyota, Kert Wilson/Mobile/Toyota@Toyota, Clint Middleton/Mobile/Toyota@Toyota, Michael Tripp/TMS/Toyota@Toyota, Jeff Buchanan/TMS/Toyota@Toyota, Mark.Miller@onsight.jmfamily.com@JM Family Enterprises, Melissa Kimbrough@FITSVCSExchange@NOTESAPPS, Bob Gallagher/TMS/Toyota@Toyota, Santos Bugarin/TCS/Toyota@Toyota, Jeff Reinoehl/TMS/Toyota@Toyota, Alan Schwartz/TCS/Toyota@Toyota, Toshiyuki Kitamura/TMS/Toyota@Toyota, Don Thill/TMS/Toyota@Toyota, Brian Faunce/TMS/Toyota@Toyota, Don Carlson/TCS/Toyota@Toyota, Lou Pugliese/TMS/Toyota@Toyota, Tod Martin@FITSVCSExchange@NOTESAPPS, Bill.Killingsworth@onsight.jmfamily.com@JM Family Enterprises, Kim Thomas/TCS/Toyota@Toyota, Abe Pearlman/TMS/Toyota@Toyota, Neil Swartz/TMS/Toyota@Toyota, Mike Schober/TMS/Toyota@Toyota, Alok_Vaish@toyota.com, Pam_uribe@toyota.com, Steve Haag/Scion/Toyota@Toyota, Stephen Waddell/Mobile/Toyota@Toyota, Kenny Warren/Mobile/Toyota@Toyota, Brett Lakes/TMS/Toyota@Toyota, Brian Bulkeley/Mobile/Toyota@Toyota, Katsumi_Aoki@toyota.com, Kentaro Arase/TMS/Toyota@Toyota, jane_beseda@toyota.com, George Borst/Exec/TMS/Toyota@Toyota, Ron Broughman/TMS/Toyota@Toyota, greg_bryan@toyota.com, Webster Burns/TMS/Toyota@Toyota, Dave Camden/Mobile/Toyota@Toyota, Ron Broughman/TMS/Toyota@Toyota, Bob Carter/TMS/Toyota@Toyota, George Christoff/Lexus/Toyota@Toyota, Jim Colon/Lexus/Toyota@Toyota, Barbra Cooper/IS/TMS/Toyota@Toyota, Brent_Craig@Toyota.com, Bob Daly/TMS/Toyota@Toyota, David Danzer/TMS/Toyota@Toyota, Fletcher Davidson/TCS/Toyota@Toyota, Tracey Doi/Exec/TMS/Toyota@Toyota, Don Esmond/TMS/Toyota@Toyota, Bill Fay/Mobile/Toyota@Toyota, Nancy Fein/TMS/Toyota@Toyota, Frank Fontanella, Makoto Hanada/TMS/Toyota@Toyota, John_Hanson@toyota.com, Kevin Higgins/TMS/Toyota@Toyota, Masaki Hosoe/Lexus/Toyota@Toyota, Yoshi Inaba/TMS/Toyota@Toyota, Roy Ito/TMS/Toyota@Toyota, Miles B King/TMS/Toyota@Toyota, john_lang@toyota.com, Jim Lentz/TMS/Toyota@Toyota, Brian_Lyons@Toyota.com, elaine_matsuda@toyota.com, Katsuyuki Kusakawa/TMS/Toyota@Toyota, Mike Michels, Irv Miller/Exec/TMS/Toyota@Toyota, Tim Morrison/TMS/Toyota@Toyota, Toshio Nakagami/TMS/Toyota@Toyota, Kenzo_Nishiwaki@toyota.com, Raul Perez/TMS/Toyota@Toyota, Dale Pettitt/TMS/Toyota@Toyota, Randy Pflughaupt/Mobile/Toyota@Toyota, Christopher Reynolds/TMS/Toyota@Toyota, Charley Roberts/TMS/Toyota@Toyota, Ryo Sakai/TMS/Toyota@Toyota, daisuke_sakakibara@toyota.com, Masato Setta/TMS/Toyota@Toyota, Al Smith/TMS/Toyota@Toyota, Ray Specht/TMCC/Toyota@Toyota, Joe Stempkowski/TMS/Toyota@Toyota, Satoshi Sugawara/TMS/Toyota@Toyota, eric_taira@toyota.com, Mark Templin/Lexus/Toyota@Toyota, Joe Tetherow/TMS/Toyota@Toyota, Bob_Waltz@Toyota.com, Gary E Smith/TMS/Toyota@Toyota, jim_wimmer@toyota.com, Shinji Yamaguchi/TMS/Toyota@Toyota, Masato Yamanami/TMS/Toyota@Toyota, Hiroshi_Yoshihashi@Toyota.com, Dave Zellers/TMS/Toyota@Toyota, Mike Colon/TMS/Toyota@Toyota, Kevin Foy/TMS/Toyota@Toyota, Matt Hennessey/Lexus/Toyota@Toyota, Ron Ishii/TMS/Toyota@Toyota, Jim Leininger/TMS/Toyota@Toyota, Rodger Mickels/TMS/Toyota@Toyota, Jim Rosasco/TMS/Toyota@Toyota, Doug Philpot/TMS/Toyota@Toyota, Stan Skutecki/TMS/Toyota@Toyota, TCS_PQSS_Managers, Alicia McAndrews/TMS/Toyota@Toyota, Audrey Mito/TMS/Toyota@Toyota, Taichi Hayakawa/TMS/Toyota@Toyota
Subject URGENT - Toyota All Weather Floor Mat

This message was approved by Bob Waltz, Vice President, Product Quality and Service Support.

This is an important urgent message for all Region and Private Distributor General Managers and Vice Presidents. We seek your cooperation and assistance in sending the attached Dealer communication and attachment to your dealers. We anticipate this urgent communication to be sent to your dealers within the next two days. This is NOT a Recall or Special Service Campaign.

Recently, we learned of a tragic accident involving a 2009 Lexus ES 350 dealership service loaner vehicle. Although the law enforcement investigation has not been completed, preliminary information indicates that the cause may have been an All Weather Floor Mat ("AWFM") from a different Lexus model which, if installed incorrectly in the ES 350, could cause it to interfere with the accelerator pedal. Toyota takes our customers' safety very seriously and is redoubling assistance to our dealers' quality control efforts regarding proper AWFM installation.

While we are confident in the processes at your Toyota dealerships, we request your support in instructing all dealers to immediately inspect their new, used, and loaner fleet vehicles, including any reserve AWFM inventories, to assure correct vehicle application and installation.

Region Assistance
Dealer Notification by Region

We request your support by sending the attached sample dealer letter which includes the instructions as well as the separate application table to the attention of the Dealer Principals, General Managers, Service and Parts Managers. We anticipate this urgent communication to be sent to your dealers within the next two days.

Using the dealer letter and instructions your TSTMs and/or CSFMs should follow-up at each scheduled contact to assure the dealership's AWFM quality control business processes are in place and are being maintained.

Regional Training for All Weather Floor Mat Application and Installation

Please assure all Region/PD management is familiar with the incident, need for training and implement an on-going AWFM quality control business process at both the dealerships and Region/PD.

Fleet and Pool Vehicle Inspection

Please instruct your departments to immediately inspect all Region/PD fleet and pool vehicles. This should include new, used as well as any other fleet or pool vehicles. A regularly scheduled inspection process should also be incorporated into the AWFM quality control business process at your Region/PD.

Media Contacts

There has been significant coverage regarding this incident in print and televised news reports.

Due to the nature of this incident, all media contacts must be directed to Brian Lyons (310) 468-2552, in Toyota Corporate Communications.

Sample Dealer Letter and All Weather Floor Mat Application Information Chart (Table)

Please send out the following sample Dealer Letter which includes the instructions and the separate AWFM Application Information Chart (table). There are two tabs in the MS Excel sheet. One to facilitate application research by part number and the other by model.

Telecon

A telecon has been set up for Region and Private Distributor CSOMs, TSTMs and CSFMs or equivalents to address any questions you may have regarding this communication. The number of dial-ins is limited, therefore please call from a centralized location where possible.

Date: Thursday, September 17, 2009

Time: 9:00 am (Pacific)

Dial-In Number: 877-934-3514

Passcode: 7007401

Thank you again for all of your support.

George Morino

National Manager

Quality Compliance Department

Product Quality and Service Support

Toyota Motor Sales, U.S.A., Inc.

Tel. 310-468-3392

Fax 310-468-3399

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